

The Ashfield Practice

USE OF PERSONAL INFORMATION

When consulting with osteopaths at the practice, you will be asked for personal information. This document tells you what data we record, why we need it, and how we process it.

Your Medical Records

We have a **legal obligation** to maintain medical records pertaining to your treatment, including associated correspondence such as referral letters and reports. We require your name, address and date of birth to identify your records correctly.

Your medical records are stored on paper in a locked filing cabinet and/or on a secure serverⁱ, accessible only to osteopaths at the Ashfield Practice. They are not passed on to any 3rd party, except: other healthcare professionals; another osteopath if you relocate or if ownership of this practice changes; your insurance company or legal representative in the case of a medico-legal investigation. We would not do so without your consent.

Statutory minimum storage times for medical records are 8 years after the date of the last appointment or 25 years of age (if longer), after which you may request that we destroy them. Otherwise, we retain them indefinitely so that we can provide you with the best possible care should you require further treatment in the future.

You may request a copy of your records, free of charge, at any time. We aim to do so within 5 working days, and will comply with the statutory maximum of 30 days.

Contacting You

We use your email address and telephone number(s) in order to contact you regarding your appointments, or with appointment reminders, or with information and advice relating directly to your treatment. The legal basis for this is termed **legitimate interest**.

We may also contact you occasionally with information (eg. newsletters) that you may find of interest regarding our services, or with requests for feedback. We would seek your **consent** prior to doing so, and you may subsequently withdraw your consent if you wish – simply let us know, and we shall stop doing so within 5 working days.

Data Processing

With your **consent**, we store information regarding your condition (eg. the location, duration and severity of symptoms, and your response to treatment) in a secure database, accessible only to osteopaths at the Ashfield Practice. This is used for statistical purposes to measure and publish data about the effectiveness of our treatment (**clinical audit**) and for research purposes. The database is NOT passed on to any 3rd party and the statistical analysis does NOT make use of any identifying data, so it is NOT possible to identify patients from the results. We store this information for the same duration as your medical records.

You may subsequently withdraw your consent if you wish – simply let us know, and we shall remove your details within 5 working days.

On-Line Appointment Booking

This facility uses Acuity scheduling software. Should you wish to use this facility, we request your email address and mobile telephone number to confirm your appointment and send you appointment reminders. Your contact details are stored within the database, but we do

The Ashfield Practice

NOT share or pass on your personal details to any 3rd party. We may also send you a questionnaire after your first appointment to ask you for your feedback.

If, subsequently, you would like us to remove your personal contact details from our database, let us know, and we shall do so within 5 working days.

Unfortunately, you will not be able to use the on-line booking facility without providing this information. However, you will still be able to make appointments via the practice telephone on 01249 659749.

Therapies other than Osteopathy

All other therapists at the Ashfield Practice (*acupuncture, counselling, remedial massage, homeopathy and medical herbalism*) are self-employed, and are responsible for their own medical records and management of patients' personal information as per the General Data Protection Regulation. Please refer to your specific therapist for their privacy statement and for details of how they manage your information.

For further information regarding the storage and processing of your personal data, or if you feel that there is an error in the data we hold, or if you would like us to remove your contact details from our database, please contact the practice manager, Stephen Hudsonⁱⁱ on 01249 659749 or via mail@ashfieldpractice.co.uk. The Ashfield Practice is registered with the Information Commissioner's Office, registration number ZA151008.

If you feel that the Ashfield Practice have not managed your personal information correctly, please contact us, and we shall endeavour to address your concern immediately. You also have the right to object to the Information Commissioner's Office at <https://ico.org.uk/concerns/> or by phone on 0303 123 1113.

Stephen Hudson
Practice Manager
The Ashfield Practice

Last updated: 06/04/2018

ⁱ Implemented using Dropbox (<https://www.dropbox.com/security/GDPR>)

ⁱⁱ The designated GDPR data controller